

**LIMITED WARRANTY AND ADJUSTMENT POLICY  
FLEET SERVICE PASSENGER CAR & LIGHT TRUCK TIRES  
(Including TEMPORARY SPARE Tires)**



This document also includes important safety warnings.

**FOR SERVICE ASSISTANCE OR INFORMATION**

Contact your fleet service provider or call the applicable toll-free Customer Relations number:

**In the United States, call 1-800-847-3349**

**In Canada, call 1-855-453-1962**

**Continental Tire the Americas, LLC  
1794 McMillan Park Dr.  
Fort Mill, SC 29707**

**Continental Tire Canada Inc.  
1 Robert Speck Parkway Suite 900  
Mississauga, ON  
L4Z 3M3**

**1. ELIGIBILITY**

This Limited Warranty and Adjustment Policy (collectively, "Limited Warranty") applies to new Continental brand Passenger ("PASS"), Light Truck ("LT") and Temporary Spare ("TS") tires that are mounted as part of a fleet service operation: commercial fleets, private fleets and public fleets, including, but not limited to, taxicabs, police cars, emergency vehicles, non-passenger service vehicles.

Tire(s) on any vehicle registered and normally operated outside the United States and Canada are excluded from eligibility under this Limited Warranty.

**2. WHAT IS THE LIMITED WARRANTY AND HOW LONG IS IT APPLICABLE?**

**BASIC COVERAGE:**

Eligible tires are covered by this Limited Warranty for a maximum of 72 months from the date of purchase, determined by the fleet customer invoice (Date of manufacture applies when date of purchase is not available). Tires returned under this Limited Warranty become the property of Continental.

**Where to Go for Limited Warranty Replacement:**

Contact your fleet service provider or the applicable 800-telephone number shown on the top of this Limited Warranty to determine the eligible warranty coverage for your tires and how to proceed.

**Free Replacement Period PASS & LT tires:**

If an eligible Continental brand PASS or LT tire becomes unserviceable from a warrantable condition, other than those listed under Section 3, during the first 12 months or first 2/32nds of an inch (1.6 mm) of treadwear (whichever comes first), it will be replaced with a comparable\*\* new Continental brand tire FREE OF CHARGE. The fleet customer pays all applicable taxes, mounting and balancing charges.

**Free Replacement Period TS tires:**

If a TS tire becomes unserviceable from a condition, other than those listed under Section 3, during the first 1/32nd (0.8 mm) of treadwear ("TS Free Replacement Period"), then it will be replaced with a comparable\*\* new Continental brand TS tire FREE OF CHARGE. The fleet customer pays all applicable taxes, mounting and balancing charges. After the end of the TS Free Replacement Period, no warranty claim for your TS tire will be accepted.

**After the Free Replacement Period (NOT APPLICABLE for TS Tires):**

The PASS or LT tire (except TS tire) may still be eligible for a pro rata replacement up to 72 months from date of original purchase until the tread is worn down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining). If an eligible PASS or LT tire becomes unserviceable under the stipulations of this Limited Warranty, it will be replaced with a comparable\*\* new Continental brand tire, and the fleet customer pays the replacement tire price calculated below. The fleet customer also pays all applicable taxes (including F.E.T.), mounting and balancing charges.

The replacement tire price will be determined by multiplying the percentage of the useable tread worn by the Dealers Selling Price (excluding all applicable taxes) at the time of the replacement. The useable tread is the original tread down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining).

\*\*A "comparable" new Continental brand tire may be of either the same tire line or the same basic construction but with a different sidewall or tread configuration. If a higher priced tire is selected, the fleet customer will pay the difference in price.

### 3. WHAT IS NOT COVERED BY THIS LIMITED WARRANTY

#### THE FOLLOWING ARE NOT COVERED:

- **Road Hazard:** Any tire with road hazard damage, that includes, but is not limited to: cuts, snags, punctures, bruises, and impact breaks.
- **Ride/Vibration:** Any ride/vibration complaint after the first 2/32nds (1.6 mm) of an inch of treadwear or 12 months of use, whichever comes first.
- **Repairs:** If a tire is returned under complaint and the reason for the tire's disablement is in any way associated with a repair to the tire itself.
- **Mileage:** the amount of miles driven with the tire.
- **Improper operation or maintenance:** This includes, but is not limited to, effects caused by:
  - I **Improper tire inflation and/or improper load/speed practices:** These practices can cause excessive operational temperatures and stresses that exceed the tire's capabilities.
  - II **Improper or insufficient tire rotation**
  - III **Improper vehicle alignment**
  - IV **Damage due to:**
    - Rim irregularities or rim damage
    - External traction aids (i.e. Snow chains, socks, etc.)
    - Vehicle mechanical problems, including brake problems, and vehicle wheel alignment
    - Extreme temperature exposure
    - Negligent and abusive driving such as tire spinning or racing
    - Improper tire storage
    - Improper vehicle storage (i.e. Flat spotting)
    - Automotive accident
    - Chemical corrosion or fire
    - Use contrary to the vehicle manufacturer's tire recommendations.
    - Misuse or misapplication
- **Improper Mounting or Demounting**
- **Alteration:** such as, but not limited to, adding a white inlay on blackwall, tread regrooving, tire truing or siping, or adding sealant materials to the tire.
- **Ozone related cracking:** Not covered after 48 months from the date of purchase.
- **Failure to observe safety and maintenance precautions set forth in Section 6.**

#### ATTENTION AUTHORIZED DEALERS:

CONTINENTAL RESERVES THE RIGHT TO THE FINAL INSPECTION DECISION ON CONDITIONS FOR ALL RETURNED TIRES UNDER SECTION 3 OF THIS LIMITED WARRANTY.

THIS LIMITED WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND CONTINENTAL EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME U.S. STATES AND/OR CANADIAN PROVINCES DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE MAY NOT APPLY TO THE FLEET CUSTOMER.

TO THE EXTENT PERMITTED BY LAW, CONTINENTAL DISCLAIMS LIABILITY FOR ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY. SOME U.S. STATES AND/OR CANADIAN PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE FLEET CUSTOMER. THIS LIMITED WARRANTY GIVES THE FLEET CUSTOMER SPECIFIC LEGAL RIGHTS, AND THE FLEET CUSTOMER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM U.S. STATE TO STATE AND/OR CANADIAN PROVINCE TO PROVINCE.

THIS IS THE ONLY EXPRESS WARRANTY MADE BY CONTINENTAL. NO CONTINENTAL EMPLOYEE, RETAILER, OR DEALER HAS THE AUTHORITY TO MAKE ANY WARRANTY, REPRESENTATION, PROMISE OR AGREEMENT ON BEHALF OF CONTINENTAL EXCEPT AS EXPRESSLY WRITTEN IN THIS LIMITED WARRANTY AND ADJUSTMENT POLICY, IN OBSERVANCE OF U.S. FEDERAL LAW, THIS LIMITED WARRANTY AND ADJUSTMENT POLICY HAS BEEN DESIGNATED A "LIMITED WARRANTY". CONTINENTAL DOES NOT INTEND TO REPRESENT THROUGH THIS LIMITED WARRANTY AND ADJUSTMENT POLICY THAT TIRE FAILURES CAN OR CANNOT HAPPEN.

#### **4. CONTINENTAL'S OBLIGATIONS**

Replacement of eligible tires will be made by Continental or by its Authorized Dealer. Continental will replace the tire pursuant to the terms of this Limited Warranty. Tires that are returned under this Limited Warranty become the property of Continental.

#### **5. FLEET CUSTOMER'S OBLIGATIONS**

To make an eligible complaint under this Limited Warranty, the tire(s) must be returned to a fleet service provider. In case of questions, call the applicable 800-telephone number shown on the top of this Limited Warranty.

The fleet customer must present the invoice indicating the date of purchase (Date of manufacture applies when date of purchase is not available).

The fleet customer is responsible for paying all applicable taxes charged and is also responsible for paying shipping, local tire-disposal fees and parts or service regardless of mileage or months of service. This includes payment for tire rotation, alignment, towing, road service, valve stems and tire repairs.

The fleet customer is responsible for maintaining proper tire air pressure and for proper maintenance of the tire. Continental recommends rotating tires at least every 6,000 to 8,000 miles (10,000 to 13,000 kilometers) or sooner depending on the fleet customer's application or use.

#### **6. SAFETY WARNING**

**Ignoring any of the safety and information contained in this Limited Warranty may result in tire failure, causing serious injury or death.**

- **Tire failure due to under inflation /overloading.** Follow vehicle owner's manual or tire placard in vehicle for proper inflation and loading.
- **Explosion of tire/rim assembly due to improper tire mounting.** Tire mounting / demounting can be dangerous. It should be performed only by a trained tire specialist using proper tools and procedures. Prior to tire mounting/demounting, the U.S. Tire Manufacturers Association (USTMA)/Tire and Rubber Association of Canada (TRAC) wall charts and manuals should be read to obtain the proper procedures. The failure to follow these procedures may result in faulty positioning of the tire and/or rim, that may cause the assembly to burst with force sufficient to cause injury or death.
- **Tire failure due to damage.** Inspect tires frequently for scrapes, bulges, separations, cuts, snags and other damage from road hazards. Damage from impact can occur to the inner portions of a tire without being visible to the outside. If the fleet customer suspects a tire has been damaged from striking anything unusual in the road, the fleet customer must have the tire removed from the rim and inspected both inside and out by a trained tire specialist.  
Air loss or unusual tire wear can also be warning signs that a tire may have internal damage. If these conditions are noticed, have the tire(s) inspected by a trained individual.
- **Tire failure due to excessive tire spinning.** Avoid tire spinning. The centrifugal force generated by a free-spinning tire/rim assembly may cause a sudden tire explosion resulting in vehicle damage and/or serious injury or death. Never exceed 35 mph (55 km/h) as indicated on your speedometer when the vehicle is stuck in snow, mud or sand and tire(s) is/ are spinning. Use a gentle backward and forward rocking motion to free the vehicle for continued driving. Never stand or permit anyone else to stand near or behind a tire spinning while attempting to push a vehicle that is stuck.

#### **SELF SUPPORTING RUNFLAT ("SSR") TIRE:**

Continental does not recommend any repair to or reuse of punctured Continental SSR tires.

Even a trained tire specialist may be unable to recognize internal structural damage to a SSR tire resulting from having been driven in an under inflated or zero inflation pressure condition. Such damage may not be visible on the surface of the inner liner or sidewall making it impossible to determine the tire suitability for repair or reuse. Continental does not recommend any repair to or reuse of Continental SSR tires. You may visit [www.continentaltire.com/www.continentaltire.ca](http://www.continentaltire.com/www.continentaltire.ca) and select Customer Care FAQ's to obtain additional SSR information.

#### **TEMPORARY SPARE TIRE:**

Continental does not recommend any repair to or reuse of punctured Temporary Spare tires.

**CONTISEAL™ TIRE:**



A ContiSeal™ tire differs from a non-ContiSeal™ tire in that it has a sticky, viscous layer from shoulder to shoulder along the inner liner. This layer is an integral part of the ContiSeal™ tires. It is not designed or intended to act as a permanent puncture repair (See information below). If an object up to 3/16ths (5 mm) diameter penetrates the tread of the ContiSeal™ tire, this sticky, viscous layer is designed to surround and adhere to the puncturing object and prevent air loss from the tire by providing a near instantaneous seal. If the puncturing object becomes dislodged from the tire, the material is designed to seal most holes made by objects up to 3/16" (5 mm) diameter. While ContiSeal™ tires significantly reduce the incidence of flats, they are not designed to be driven under inflated or in a flat condition. In all other aspects, ContiSeal™ tires perform exactly like non-ContiSeal™ tires. As with any tire, regularly inspect ContiSeal™ tires for evidence of cuts, punctures, and loss of inflation pressure. At a minimum, ContiSeal™ tires should be inspected once or twice a month and always before a long trip. Punctures or damage not attended to promptly can result in loss of inflation pressure and/or damage to the tire. ContiSeal™ tires with cuts and punctures must be inspected by a trained tire specialist as soon as possible. The trained specialist must inspect the tire carefully and, according to industry standards, to determine whether a permanent repair can be made or whether the tire must be removed from service and scrapped. A permanent repair will require removal of the tire from the rim and application of the repair by a third party via a suitable repair method.

**CONTISILENT™ TIRE:**



ContiSilent™ tires are designed to reduce noise generated while driving. A ContiSilent™ tire is lined with a noise reducing foam insert. It is not designed or intended to act as a puncture repair.

**USING ContiSilent™ Tires**

In aspects such as mounting, demounting, inflating, and balancing, ContiSilent™ tires do not differ from non-ContiSilent™ tires. As with any tire, regularly inspect ContiSilent™ tires for evidence of cuts, punctures, and loss of inflation pressure. At a minimum, ContiSilent™ tires should be inspected once or twice a month and always before a long trip. Punctures or damage not attended to promptly can result in loss of inflation pressure and/or damage to the tire. ContiSilent™ tires with cuts and punctures must be inspected by a trained tire specialist as soon as possible. The trained tire specialist must inspect the tire carefully and, according to industry standards, determine whether a permanent repair can be made or whether the tire must be removed from service and scrapped. A permanent repair will require removal of the tire from the rim and application of a repair method specifically approved for ContiSilent™ Tires. ContiSilent™ tires are identified by a symbol on the tire sidewall. ContiSilent™ tires and non-ContiSilent™ tires may be mixed on the same vehicle and the same axle.

In addition to the limited warranty, safety and maintenance information you will find in this Limited Warranty, the fleet customer is encouraged to visit Continental websites at: [www.continentaltire.com](http://www.continentaltire.com) or [www.continentaltire.ca](http://www.continentaltire.ca) for up-to-date changes and a Self-Help knowledge base. Please also visit the U.S. Tire Manufacturer Association (USTMA) website at [www.ustma.org](http://www.ustma.org), Tire and Rubber Association of Canada (TRAC) [www.tracanada.ca](http://www.tracanada.ca).

**THIS LIMITED WARRANTY IS NOT A WARRANTY THAT YOUR TIRE WILL NOT FAIL OR BECOME UNSERVICEABLE IF NEGLECTED OR MISTREATED.**